BCM Rls 6.0

Digital Mobility Handset Users Guide

Task Based Guide

Copyright © 2010 Avaya Inc.
All Rights Reserved.

Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information
in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support

Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

Digital Mobility Handset Users Guide 5

Overview 5

Digital Mobility Handset Models 6

Required Information / Equipment 7
- Logging on to CallPilot Manager 8
- Adding a Subscriber Mailbox 13
- Subscriber Mailbox Settings 14
- Initialising a Mailbox 16
- Recording Primary or Alternate Greetings 17

Twinning 17

Digital Mobility Handset Battery 19
- Installing the Battery 19
- Charging the Battery 20
- Checking the Battery Capacity 21

Navigating the Digital Mobility Handsets 22

Handset Display 22

Basic Handset Options 23
- Answering Calls 27
- Hold a Call 27
- Making or Answering a Second Call 28
- Replying to Messages 29
- More Handset Options 29
- Using the Phone Book 30
- Storing a Number 31

Using Text Messages (MSF) 32

Shortcuts 34

Accessing BCM Features 35
- Configuring the DMC Feature List 36

General information 37
- Troubleshooting 37

Avaya Documentation Links 38

Digital Mobility Handset Users Guide

Overview

This guide is designed to provide information on the features available on the Digital Mobility 743X, 744X, 413X 414X, 4135, 4145, & 4145EX handsets. The following features are available:

- Twin to a fixed set to allow remote reception of calls.
- Make and receive calls from the handset, within the range of the system the handset is subscribed to as an independent set.
- Transfer and conference calls from and to the handset.
- Display an internal caller by name, and an external caller by number or name, depending on how the external line is set up.
- Query the voice mail system using the mail extension or the Message Waiting button.
- Call forward calls, and cancel call forward, to another set, to voice mail, or to an external number.
- Determine when a call gets forwarded: all calls, on busy, or if call is not answered.
- Make a second call while a call is in progress.
- Shuttle between two calls.

Digital Mobility Handset Models

743X, 744X – 413X , 414X

4145EX

The 743X, 744X – 413X , 414X models are a low cost handset targeted at industry, warehouses, hospitals and retail environments.

The 4145Ex handset is an intrinsically safe wireless handset. It has been designed for use in hazardous environments, such as chemical or oil industries.

Required Information / Equipment

Ensure that the Digital Mobility Controller has been installed and configured successfully and that the Digital Mobile handsets have been registered and subscribed to the system. Please refer to the ***Digital Mobility Configuration Guide.***

Equipment required and already installed should include:

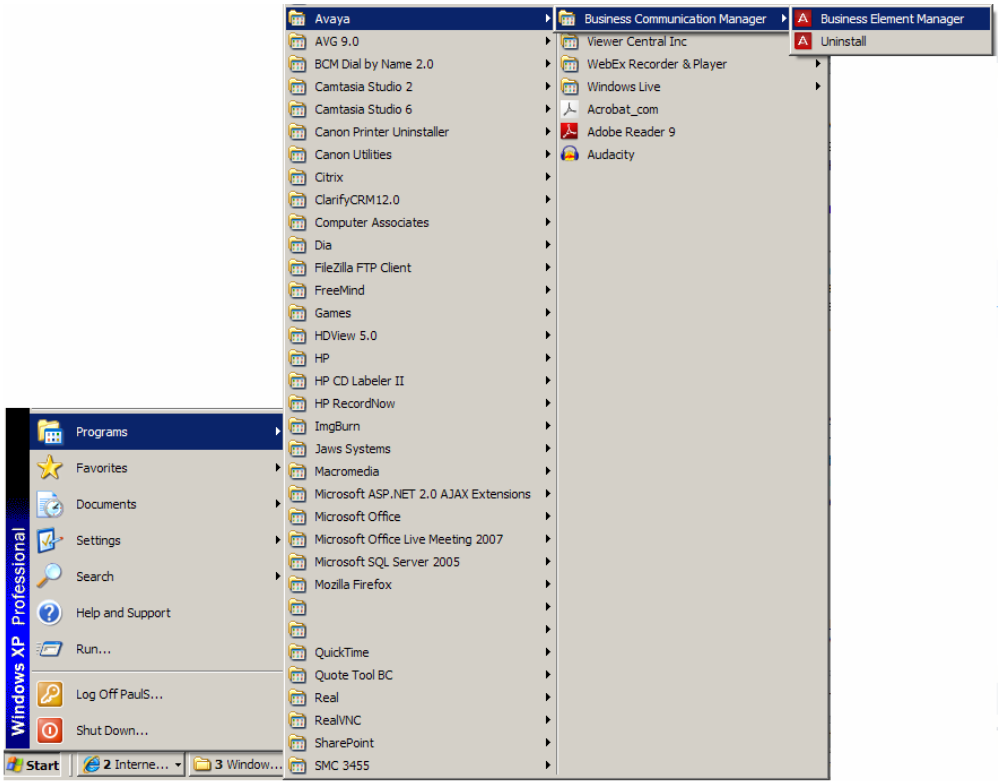
- Digital Mobility Controller
- Digital Mobility Base Stations
- Digital Mobility Repeaters (as required)
- Digital Mobile Handsets
- Voice Mail Access
- Digital Mobile handsets have the ability to access Voice Mail mailboxes for both internal, stand-alone systems, and external voice mail systems accessed over a private network (as with MCDN). To facilitate this, there is a Message Waiting Indicator (MWI) available on the Digital Mobility 4145, and 4135,4145 EX handsets.

If the Digital Mobile handset is being used as a stand-alone set, then the CallPilot Manager set up is the same as for any other BCM set.

Logging on to CallPilot Manager

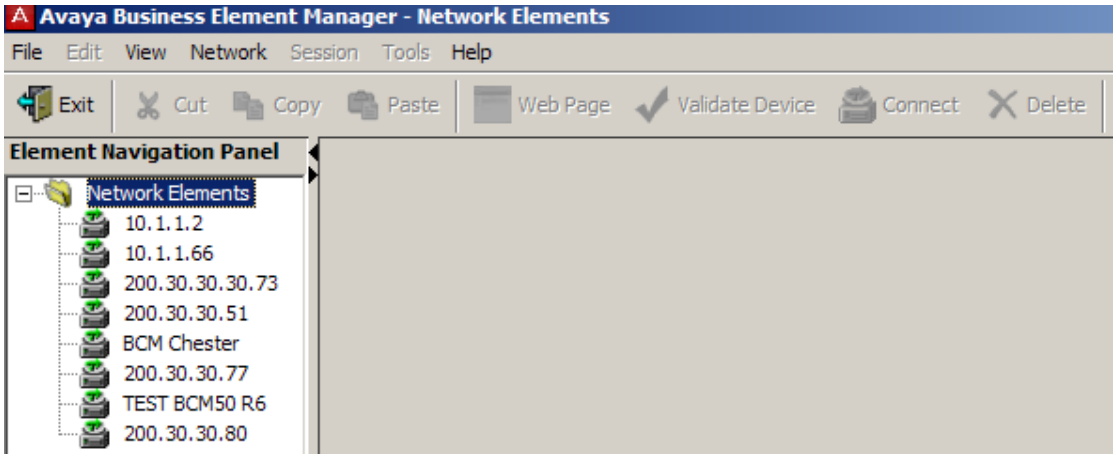
The following process describes how to access CallPilot Manager from Element Manager.

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

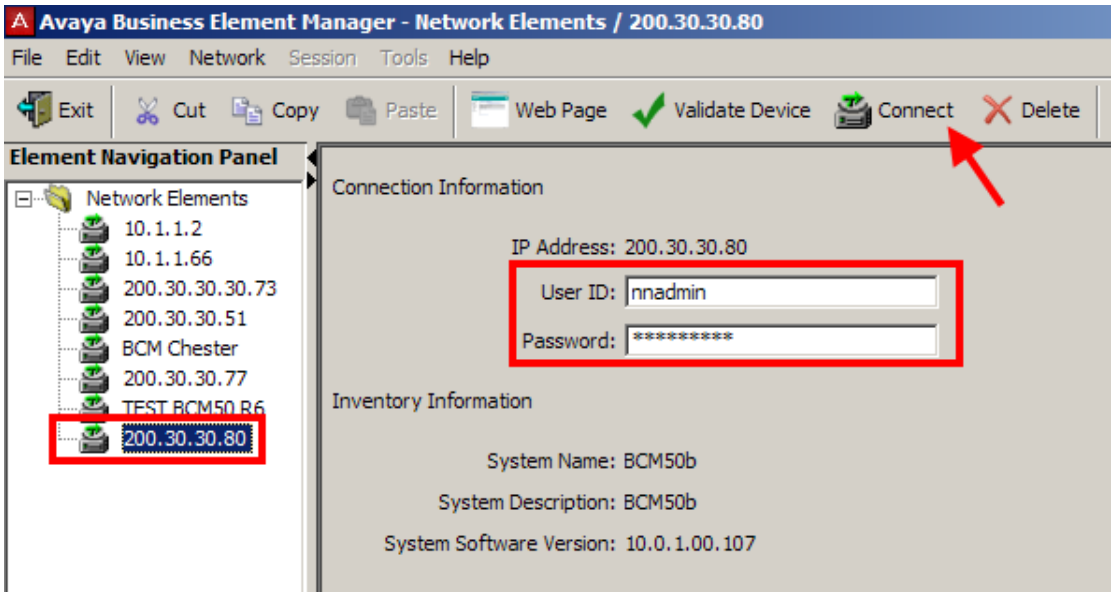


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

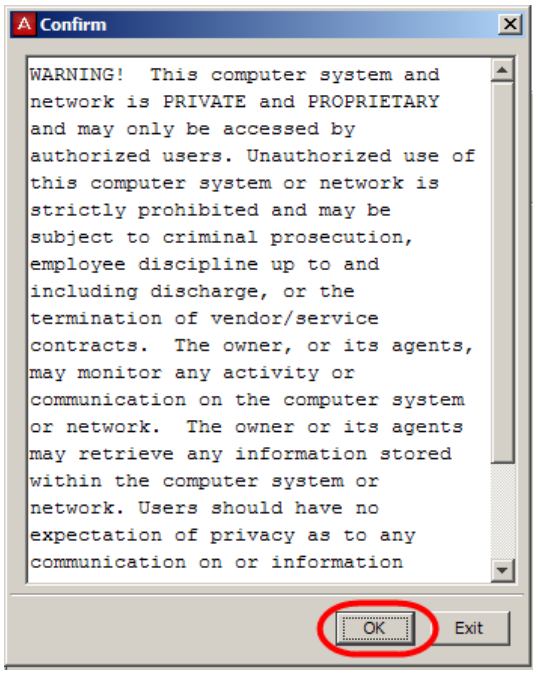


4. Open the **Network Elements** folder and select the IP Address of the BCM.

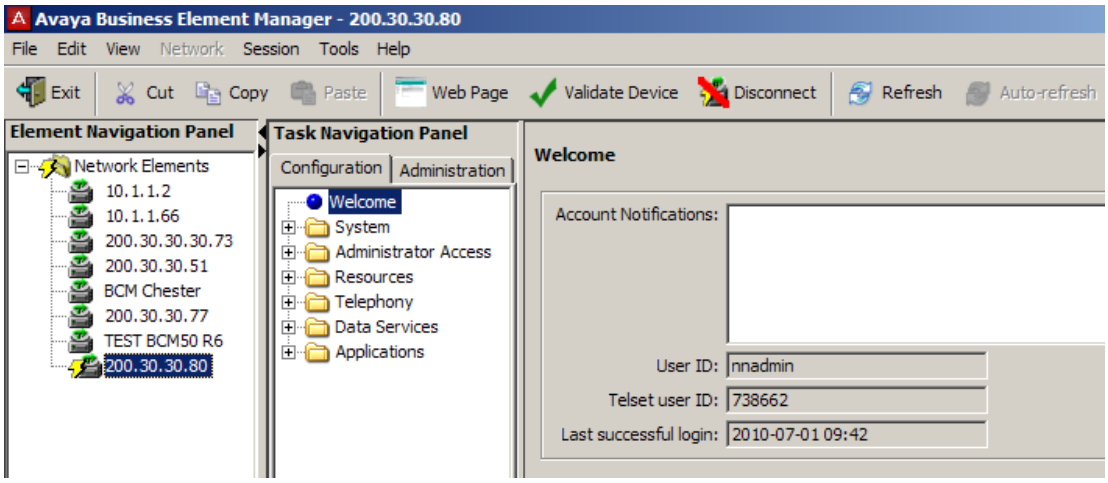


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

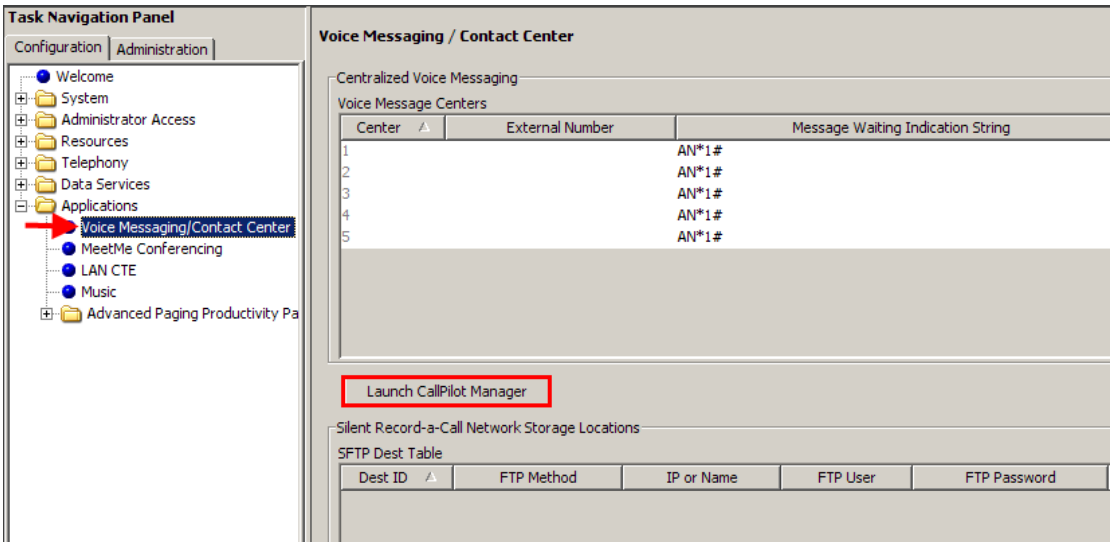
6. A warning screen will appear, read the warning and click **OK**.


Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

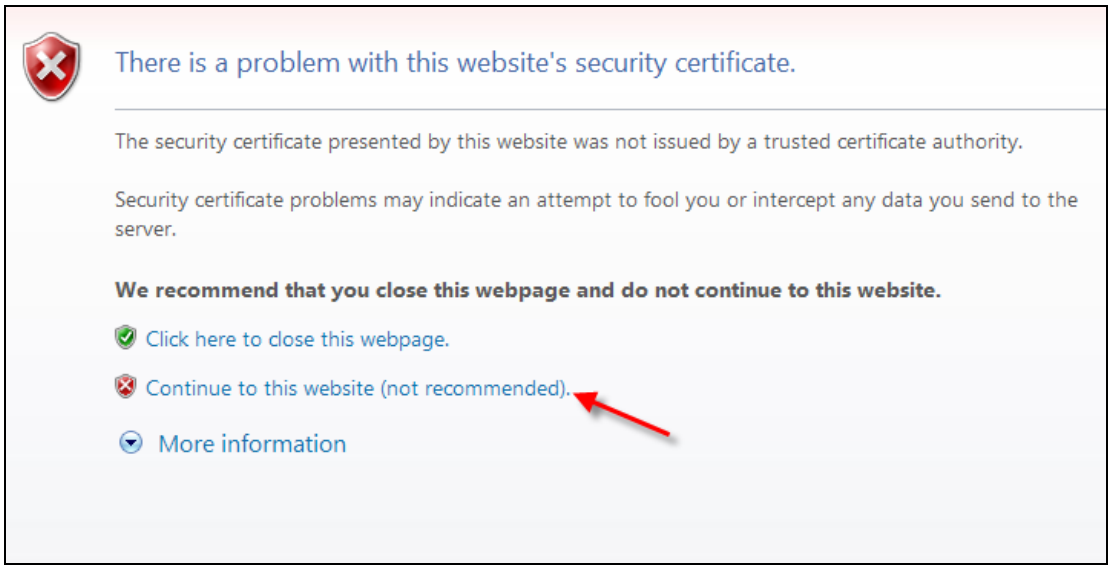
7. You will be presented with the Element Manager interface.



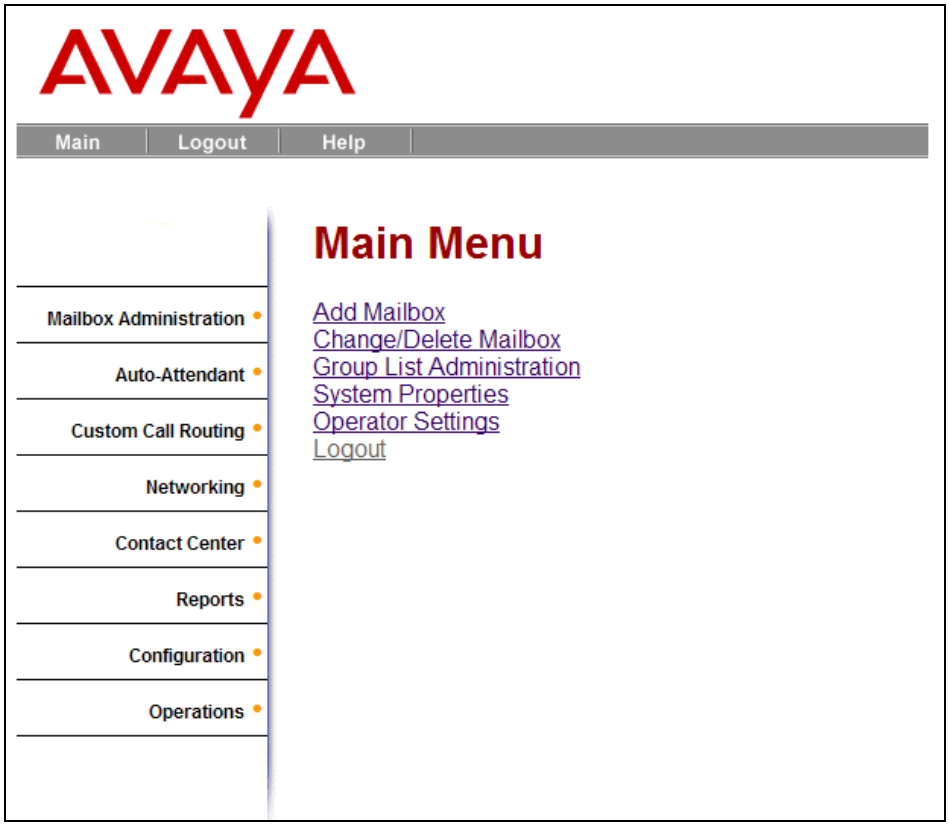
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.



9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.


There is a problem with this website's security certificate.
The security certificate presented by this website was not issued by a trusted certificate authority.
Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.
We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

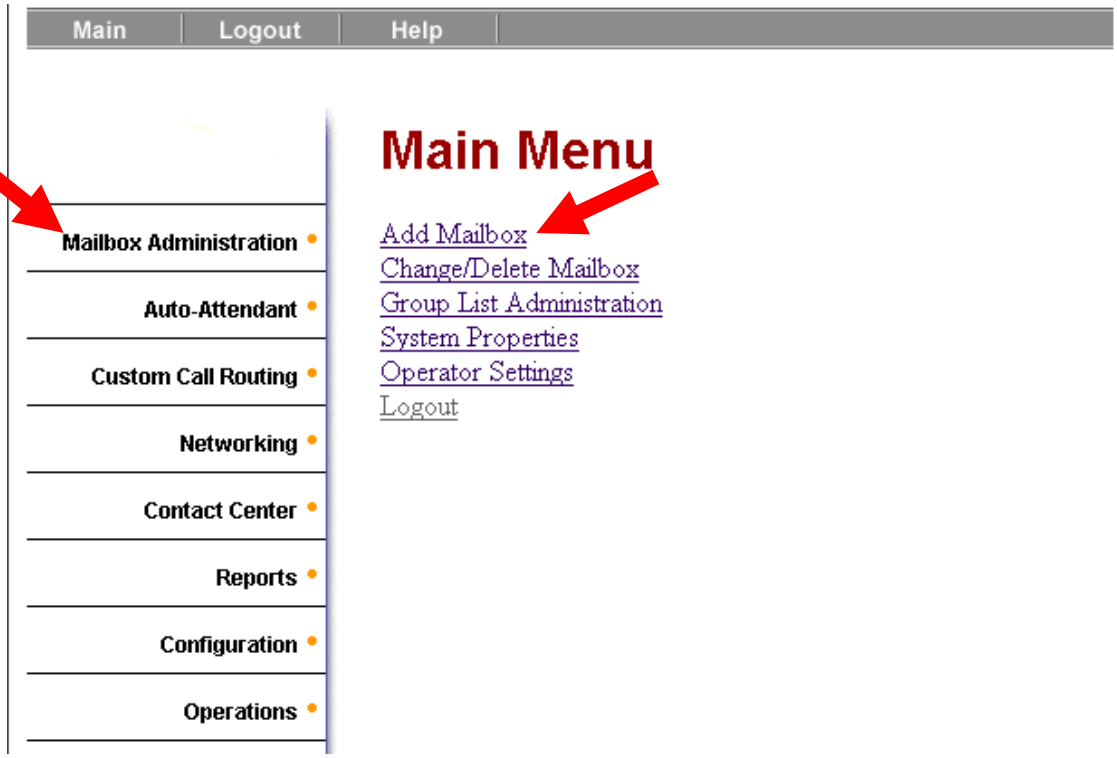
10. The Main Menu of CallPilot Manager will be launched.



Adding a Subscriber Mailbox

To create a Subscriber Mailbox for the Digital Mobile handset is the same procedure for all other BCM handsets. It is recommended to make the Mailbox number the same as the extension number it is being assigned to.

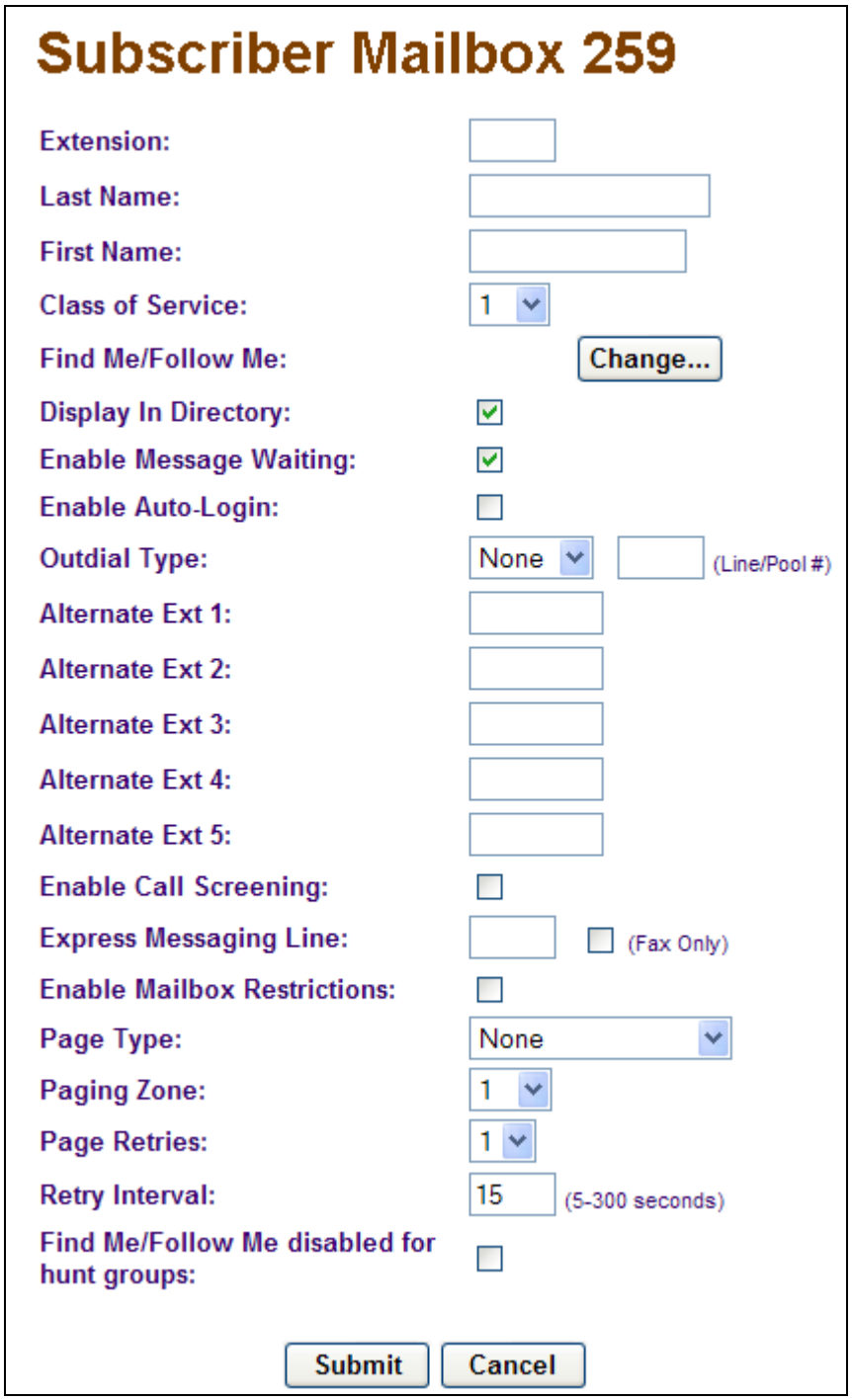
1. Click the **Mailbox Administration** heading.



2. Click the **Add Mailbox** link. The Add Mailbox page appears.

3. In the **Mailbox** box, type the mailbox number. In the field for the **Mailbox Type**, select **Subscriber**. Click the **Submit** button.

4. The **Subscriber Mailbox** page appears. Configure the **Subscriber Mailbox** properties as required. Click **Submit** when complete. A description of these properties is provided in the below table.



Subscriber Mailbox Settings

Attribute	Description
Extension	The extension that the mailbox will be assigned to. It is generally good practice to match the mailbox number to the extensions number.
Last Name	Last name of the mailbox owner.
First Name	First name of the mailbox owner.
Class Of Service	Class of Service assigned to the mailbox.

Attribute	Description
Find Me/ Follow Me	Click **Change** to add/edit any of the Find Me/ Follow Me schedules or external number entries.
Display in Directory	Clear this if you do not want the mailbox owner's name to appear in the Company Directory.
Enable Message Waiting	Clear this if you do not want message notification to appear on the mailbox owner's telephone display.
Enable Auto Login	Auto-Login speeds up the login process for subscribers. With Auto-Login, subscribers can log on from their primary or alternate telephone without having to enter their mailbox number or password.
Outdial Type	This setting provides an external access resource for certain mailbox features. Outdial is required for features such as Reply, Off-Premise Notification, Outbound Transfer etc. • Select **None** if you do not want to assign outdialing capabilities • Select **Line** and type the line number. Line numbers must be between 1 - 999 for BCM450 and 1-332 for BCM50. • Select **Pool** and type the line pool number or letter. • Select **Route** if, for example routing is used to access a PRI line pool.
Alternate Ext 1,2, 3, 4, 5	Allows the designated extension direct access to the mailbox, in addition to Message Waiting Indication when messages are left in the mailbox. Maximum of 5 Alternate Extension for a single mailbox.
Enable Call Screening	Select this to assign screened transfers (via the Auto-Attendant) to the mailbox owner
Express Messaging Line	Any calls to this line will be immediately transferred to the mailbox. Note that if you enter an Express Messaging Line (e.g. a Target Line), that line cannot appear/ring at any extension. Also, the Voicemail (F985) DN should be set as the Prime set for that line (see Telephony Services, Lines).
(Fax Only)	If the mailbox will use Express Messaging Line, enabling this option stops the greeting being played to calls to the Express Messaging Line, making the fax call quicker.
Enable Mailbox Restrictions	You can control how a subscriber accesses a mailbox. If you select the Enable Mailbox Restrictions check box, a subscriber cannot log in to the mailbox externally. If the subscriber attempts to log in externally, the prompt "You are not allowed to use this feature. Exiting the system, goodbye." is played. The system disconnects the caller. In addition, an internal subscriber cannot administer a restricted mailbox. If the subscriber presses 8, the prompt "You are not allowed to use this feature" plays and the subscriber returns to the main Menu. Mailbox restrictions are applicable only to subscriber mailboxes.
Park & Page	With Park and Page, external callers can press 6 to page a mailbox subscriber while they listen to the subscriber's personal greeting or record a message. When the caller presses 6, the system parks the call and pages to paging zone or overhead paging system, or both and the caller hears "One moment, please." The caller cannot interrupt this prompt by pressing DTMF. The page is repeated based on the mailbox configuration until the parked call is picked up or the park timeout occurs, at which point the caller is returned to the mailbox and hears the subscriber's personal greeting. The call is parked as long as there are not already 25 calls parked. If the call cannot be parked, the caller hears "The person you have called is not available" followed by the subscriber's mailbox greeting. While a call is parked the caller hears a hold tone or music on hold, depending on the system configuration. The call is paged to the appropriate paging zone or overhead speaker system, or both. If the page is unsuccessful because the paging facility is busy with another page, the system waits five seconds and retries the page every five seconds until the paging facility is available or the call park timeout expires, whichever occurs first. If the call park timeout

Attribute	Description
	expires first, the caller hears “The person you have called is not available” followed by the subscriber’s mailbox greeting. If the page is unsuccessful for any other reason, the call is un-parked and the caller hears “The person you have called is not available” followed by the subscriber’s mailbox greeting. While a call is being paged, the system plays the mailbox spoken name and park string, for example “John Doe, 101.” The park string is played in the standard voice prompts, or customized digits, if you recorded them.
Page Type	Select the required paging type facility. The choices are Internal Zone, Overhead Paging, Both or None. The default is none.
Paging Zone	Select the Paging Zone to which the paging announcement will be played. The zones available are zone 1, 2, 3, 4, 5, 6 or All. The default is 1. If the paging type is overhead paging this setting is ignored.
Page Retries	Select the number of page retries to be played to the Page Zone from the box select 0, 1, 2, 3, 4 or 5. The default is 1.
Retry Interval	The retry interval is the number of seconds between paging retries. The range is 5-300 seconds. The default is 15 seconds.
Find Me/Follow Me disabled for Hunt Groups	If a Find Me/Follow Me user is a member of a Hunt Group, enabling this option will stop Hunt Group calls at the FM/FM user’s extension from being forwarded to FM/FM destinations.

Initialising a Mailbox

Once the Subscriber mailbox has been created for the Digital Mobile handset, the mailbox owner must initialise it before it can receive voice messages. This involves changing the default mailbox Password to a new user Password and recording the mailbox owners name in the Company Directory. This can be done from the Digital Mobile Handset in the same way as you would initialise the mailbox from a BCM digital desk set.

1. On a Digital handset, press **F981**.

2. On the soft keys, select **OTHR** then log onto the DECT mailbox by typing out the Mailbox number and password (the default password is **0000**), then press the soft key under **OK** or press the # key.

3. You will be prompted in the display to change your password “***Must change pswd***”.

4. Enter a new password from 4 to 8 digits long that does not start with “0”, and press **OK** or #.

5. You will now be required to confirm the new password. Re-enter your new mailbox password and press **OK** or #.

6. At the tone, record your name in the Company Directory. It is recommended to include your mailbox number in the recording, for example, “Pat Smith, mailbox 5344.”

7. Press **OK** or # to end the recording.

8. Press **OK** or # to accept the recording or press **PLAY** or **1** to listen to the recording or press **RETRY** or **2** to re-record your name.

9. Press the **Release** key to end the session.

Recording Primary or Alternate Greetings

Only a Primary mailbox greeting is necessary, but you can record an Alternate mailbox greeting for times when you are out of the office, such as holidays. If you do not record any mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

1. On a Digital Mobile Handset, press **F981**. Follow the voice prompts or the display button options to open your mailbox.

2. Open the Greeting options menu:

   a) If you use the CallPilot interface, press **82**

   b) If you use the Norstar Voice Mail interface:
      i. Press **ADMIN** or **8**
      ii. Press **GREET** or **2**

3. Press **REC** or **1**.

4. Press **PRIME** or **1** to record the Primary greeting or press **ALT** or **2** to record the Alternate greeting.

   If you are changing a greeting, the current greeting starts to play. If this is the first time you are recording a greeting, **Not recorded** appears briefly.

5. Press **YES** or **1** and record you're greeting at the tone.

6. Press **OK** or # to end the recording.

7. Press **OK** or # to accept the recording or press **PLAY** or **1** to listen to the greeting or press **RETRY** or **2** to re-record the greeting.

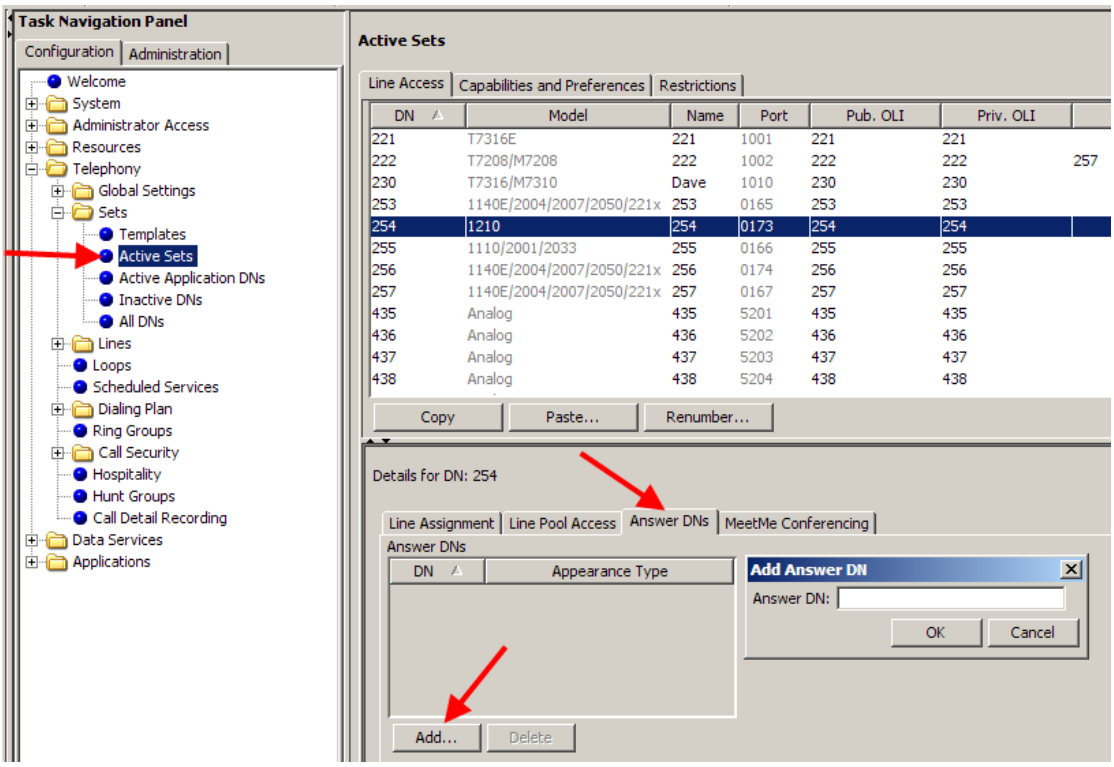
8. Press the **Release** key to end the session.

Twinning

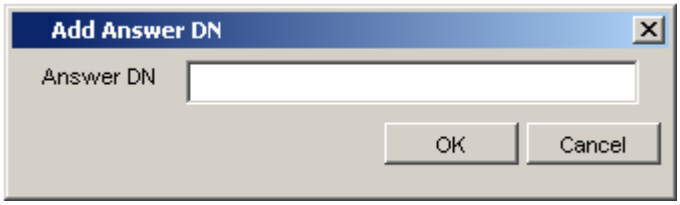
The Digital Mobility handsets have the ability to be twinned to a BCM digital desk set, so that when a call is sent to the Digital desk set, the DIGITAL MOBILITY handset also rings. The programming for this is done under Element Manager.

1. Log into the Element Manager main configuration screen. Then open the **Telephony** folder followed by the **Sets** folder and select the **Active Sets** link.

2. Select the DECT DN number that you wish to have twinned. Select the **Answer DNs** tab and click the **Add** button.



3. The **Add Answer DNs** dialogue box will be presented. In here type the DN number of the Digital Desk set that the DECT handset is to be twinned with, then click the **OK** button.



4. Finally, exit the telephony programming and Element Manager. The Digital Mobility handset will now ring whenever a call is placed to the Digital desk set.

Digital Mobility Handset Battery

Installing the Battery

The battery is connected to the handset when it is shipped from the factory.

1. To change the battery, unscrew the plate on the rear of the handset to access the battery compartment. Use a normal screw driver.

2. Insert the screwdriver into the small crack behind the blind cover and break to open the handset.

3. Place the battery plug in the slot in the battery box.

4. Insert battery with the label readable, and replace the back cover.

Charging the Battery

When charging the battery for the first time, it is necessary to leave the handset in the charger for 14-16 hours for the battery to be fully charged.
During normal operation, it takes approximately 3.5 hours to charge the handset from fully discharged to its full capacity.

- Place the handset in the charger. For correct charging, be sure the room temperature is between 0°C and 25°C. Do not place the handset in direct sunlight. The battery has a built-in heat sensor which will stop charging if the battery temperature is too high. If the handset is turned off when placed in charger, only the LED indicates the charging. When handset is turned off, the LED flashes at a low frequency while charging and lights constantly when the charging is finished.

There will be no reaction on incoming calls. If the handset is turned on when charging, the display shows the charging status. The display goes back to normal mode when fully charged. It will not vibrate. Auto-answer is inactive. The handset reacts normally for incoming calls.

It is necessary to recharge the battery when the display shows **BATTERY LOW**, or if the handset cannot be turned on. When the battery is fully discharged, up to 10 minutes may pass before charging begins (display lights up). When the charger begins the charging, status is shown in the display if the handset is turned on.

Checking the Battery Capacity

In the **BATTERY MENU** it is possible to see the remaining battery capacity. For reading the correct capacity, the handset has to be removed from the charger for at least one hour.

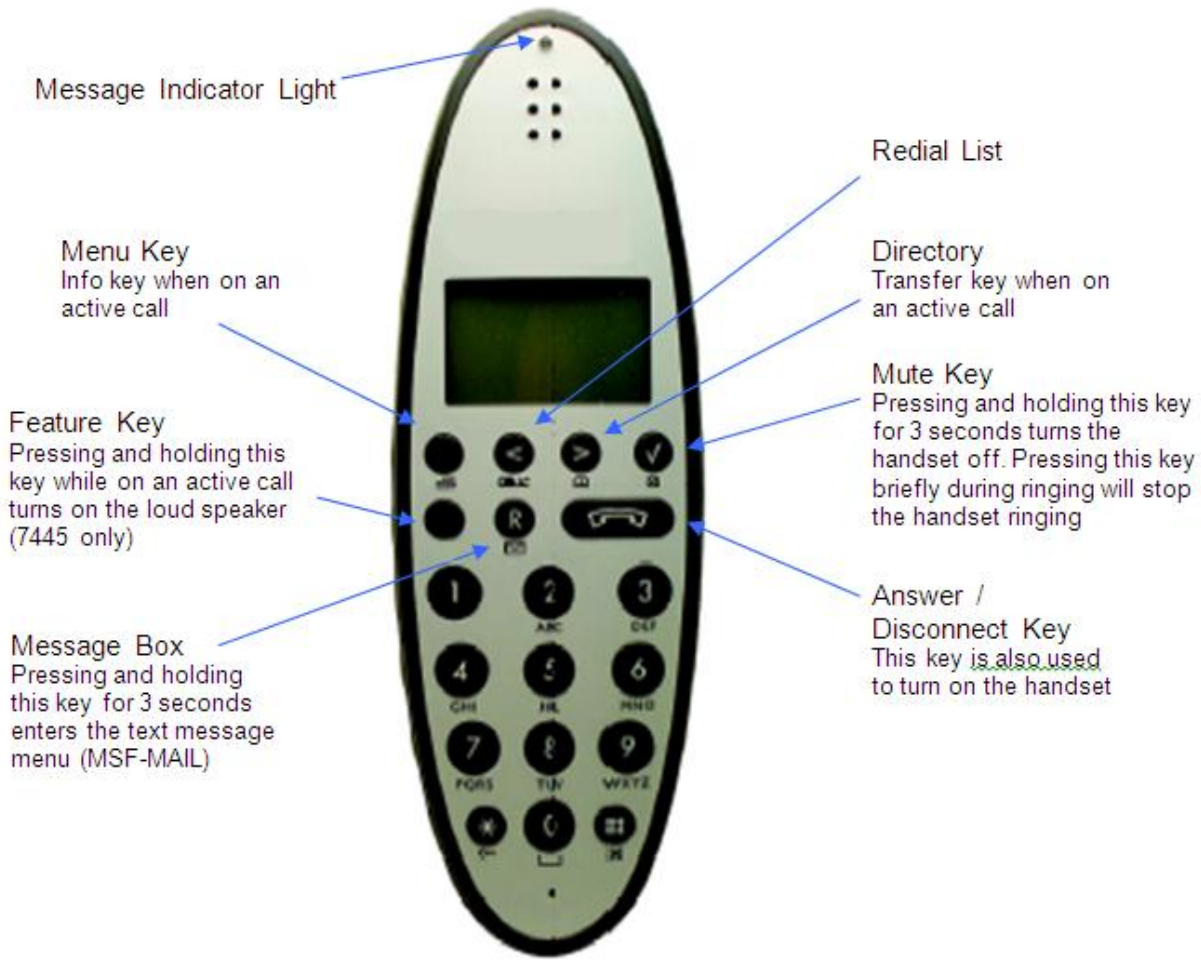
1. Press **MENU (**☰**)** and use the **<** or **>** keys to reach the **BATTERY MENU**.

2. Press ✓ to enter the **BATTERY MENU**, and see the current status of the battery capacity.

3. Press ✓ to return to the menu system, or press **MENU (**☰**)** to quit.

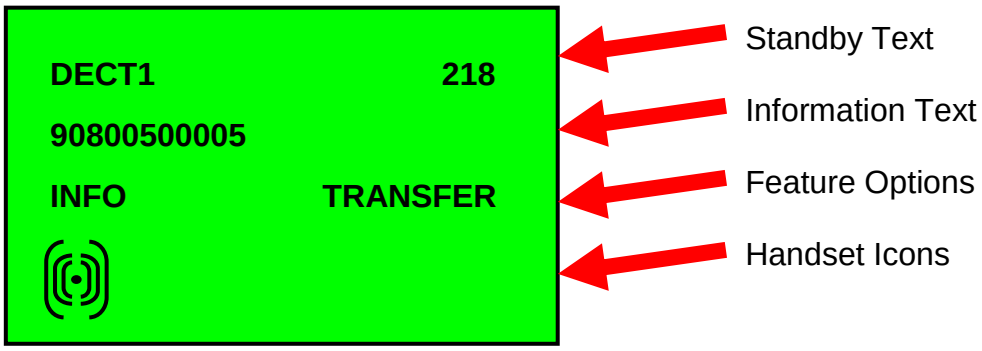
The indication on the display is not necessarily an exact reflection on the remaining speech time, but only an indication of the voltage on the battery.

Navigating the Digital Mobility Handsets


Message Indicator Light
Redial List
Menu Key
Info key when on an active call
Directory
Transfer key when on an active call
Mute Key
Pressing and holding this key for 3 seconds turns the handset off. Pressing this key briefly during ringing will stop the handset ringing
Feature Key
Pressing and holding this key while on an active call turns on the loud speaker (7445 only)
Answer / Disconnect Key
This key is also used to turn on the handset
Message Box
Pressing and holding this key for 3 seconds enters the text message menu (MSF-MAIL)

Handset Display

There are four lines on your handset display.



The types of information shown on the display are:

Standby text: When the handset is on hook (idle), your extension name and number appears on the first line of the display.

Information text: Call or feature information appears on the second line of the display.

Feature options: Feature options appear on the third line of the display. Feature options vary, depending on the type of call or feature in use.

Handset icons: The following icons appear on the fourth line of the display:

The radio signal icon indicates connection to system. The icon flashes when the system is busy and you will not be able to make or answer calls.

The envelope icon indicates a new text message (MSF-MAIL).

Left and right arrow icons appear on the display when you access Handset option menus.

The telephone icon indicates a call is active. The icon flashes when a call connection is in progress.

Basic Handset Options

Turning the handset ON/OFF

ON

Press . When the handset is turned on the radio signal display icon is shown in the lower left corner of the display, if the handset is subscribed to a system.

OFF

Press ✓ ( ) for 3 seconds.

Adjusting speaker volume

1. Press ☎

2. Use the two keys placed at the upper right side of the handset for volume control.

Two buttons incorporated into the grip at the right of the handset for increasing and decreasing volume

3. Press ☎ again.

Changing Menu Language

There are three predefined languages in the handset: English, French, and Spanish.

1. Press **MENU (** ≣ **)**, and then press ✓.

2. Switch to **SET PROFILE LANGUAGE** using the **< >** keys, then press ✓.

3. Use the **< >** keys to choose between the predefined languages, then press ✓ to select the required language.

4. Press **MENU (** ≣ **)** to exit the menu structure.

Customising handset

The handset has one user-defined profile (set up), and a mode where all sounds are disabled (SILENT).

• Press **MENU (** ≣ **)** followed by ✓ to show the profile. All settings have to be defined under the profile. The display shows if the SILENT mode is enabled.

Profile set-up

In the following you will find a description of how to set up the profile.

1. Press **MENU (** ≣ **)** to enter the **PROFILE SET UP MENU**.

2. Press ✓. You are now able to switch between the different settings using **<** or **>**.

3. Press ✓ when you find the setting you wish to change (or see).

4. Change the setting according to your needs, confirm with ✓ and you automatically go to the next setting.

5. Press **MENU (** ☰ **)** to finalise profile setup.

Description of profile functions

RINGERTONE: Scroll through the 9 different ringer tones using **<** and **>**. Confirm with ✓.

RINGER VOL: Turn the volume up and down using **<** or **>**. Confirm with ✓.

KEY CLICK: Turn the volume up and down using **<** and **>**. Confirm with ✓.

VIBRATOR: Can be turned on/off using **<** and **>**. Confirm with ✓. (Works only on handset 7445).

AUTO-ANSWER: Can be turned on/off using **<** and **>**. Confirm with ✓. When turned on, the telephone automatically goes off hook when ringing.

START VOL: Start volume can be adjusted using **<** and **>**. Confirm with ✓.

OUT OF RANGE: The out of range indication can be turned on/off using **<** and **>**. Confirm with ✓. With the out of range indicator turned on, a beep will appear when the telephone is moving out of range of the base station, and "OUT OF RANGE" will appear in the display. If on a call (when out of range) the call will be transferred to the prime set.

AUTO KEYLOCK: The auto keylock function can be turned on/off using **<** and **>**. Confirm with ✓. With auto keylock turned on the handset will automatically lock the keys after 60 seconds. Press **MENU(** ☰ **)**, then press ∗ to activate the keys again.

Language: Choose between predefined languages using **<** and **>**. Confirm with ✓.

BACKLIGHT: Can be turned on/off using **<** and **>**. Confirm with ✓.

Making and answering calls

The handset must be subscribed and registered to make or answer a call. (Contact your system administrator to have your handset subscribed).

For internal calls, dial the extension number. (Contact your system administrator for a list of extension numbers).

For external calls, dial the external code (or line pool code) to access an external line, then dial the external telephone number. (Contact your system administrator to confirm what external code or line pool code to use).

Dial directly

1. Press , the display icon flashes until the call is connected.
2. Dial the number.
3. Press again to end the call.

On hook dialling (pre-dial)

1. Dial the number. A long press on * will make a pause, if necessary.
2. Press .
3. Press again to end the call.

Dial from your phone book

1. Press **> (** 🕮 **)** to enter the telephone book.
2. Search for the number either by using the **< >** - keys, or by pressing the first letter in the name by using the digits 2 – 9.
3. Press , the display icon flashes until the call is connected.
4. Press again to end the call.

Redial

The handset has maximum 10 redial numbers. Each number is only represented once.

1. Press **< (** C/c **)** to enter the redial list. You can also reach the **REDIAL MENU** in the main menu.

2. Search for the number by using the **< >** -keys. Redial numbers are marked with “REDIAL” or name of the person who called, if present in the phone book.

3. Press , the display icon flashes until the call is connected.

4. Press again to end the call.

Note: Use the Redial list or the Last Number Redial Feature **(5)** to automatically redial the last external telephone number that you called.

Answering Calls

Depending on the system hardware/ software configuration, Call Display information (CLID) for incoming external calls will appear on the display.

To answer a call:

1. Press to answer a call when your handset rings.

2. If you are using headset, press any key on the handset to answer the call.

To stop the handset ringing without answering the call:

1. Press and the ring signal is muted. The display shows: »**RINGER MUTED**«

2. Alternatively, press one of the volume control buttons to mute the ringing signal.

Hold a Call

1. While on a call, press **R (** ✉ **)**.

2. To retrieve the held call, press **R (**✉ **)** again.

Making or Answering a Second Call

You can have two calls active at the same time. Use **R (✉)** to switch between calls.

To answer a second call while on another call.

- Press **R (✉)** to answer the second call. The first call is automatically put on hold.

To hold a call and make a second call

1. Press **R (✉)** to put the first call on hold.
2. Dial the telephone number of the second call.

To return to the first call

- Press **R (✉)** again to return to the first call. The second call is automatically put on hold.

Mute a call

1. While on a call, press ✓ (✉).

2. To cancel mute, press ✓ (✉) again.

Turn on loudspeaker

Only available on Handset 7445.

1. While on a call, press Feature key (long key press) to turn the loudspeaker on.

2. To turn the loudspeaker off, press Feature key (long key press) again.

Replying to Messages

This allows you to read messages from another DN (Directory Number) in the system or to listen to voice-mail messages. The red LED on your handset flashes when you receive a message from an internal voice message center or another telephone on your system. This is the message waiting indication.

To view, reply and listen to your messages:

1. While on hook, press **R (✉)** (short key press) to access your message list.

2. Press **NEXT** to view all messages in the list.

Note: The **NEXT** soft key only appears on the display when you have more than one message.

3. Press **CALL** to reply to a message in the list.

4. Press **ERASE** to delete a message from the list.

More Handset Options

Moving around in the Menu

Press **MENU (** ☰ **)** to enter or exit the menu structure. It has to be used if a "**NO**" or "**CLEAR**" is wanted in the menu structure.

Press ✓ to jump to a lower level in the menu. When the lowest menu level is reached, it will store the setting and jump to a higher level. It has to be used if a "YES" is wanted.

Note: If the handset is in the menu, and an incoming call arrives, then the menu will be dropped and the call handled in the normal way.

Menu structure

The main menu consists of the following 8 menus:

MENU PROFILE SET UP

MENU EXT. SERVICE

External services are only applicable to the Master handset.

MENU BATTERY

MENU PHONE BOOK

MENU REDIAL

The handset has maximum 10 redial numbers. Each number is only represented once.

- Press **MENU (☰)**, press **>** four times from standby text to enter the **REDIAL MENU**, and then press ✓.
  Repeated presses at **<** turn backward through the dialed numbers (from newest to the oldest). Right arrow moves in the opposite direction.

Note: It is also possible to reach the **REDIAL MENU** using the **< (●/C)** key.

- Numbers are named “REDIAL” or with the name.

- If you want to delete a ”REDIAL” use **<** or **>** to scroll to the name/ number, and then press ✓ twice. The name/number is now deleted. If the number is stored, it is moved to the telephone book. It is possible to add prefixes to the redial numbers.

- Find the number you wish to edit and press the digits you want to add to the number, e.g. prefix = O.

MENU LOGIN
For more information on this menu option, contact your system administrator.

MENU MSF FUNCTION
MSF Functions are special functions, which are based on MSF (Message Service Function). The functions require special software in the main system.

Note: The **PHONE BOOK MENU**, **REDIAL MENU** and **MSF MAIL MENU** can be accessed directly. The **PHONE BOOK MENU** by pressing **> (** 🕮 **)**, the **REDIAL MENU** by pressing **< (●/C)** , and the **MSF MAIL MENU** by pressing **R (✉)** with a long key press.

Using the Phone Book

You can store telephone numbers and names in your telephone book. The telephone book can store up to 65 numbers with name. A maximum of 32 digits, including spaces, is allowed for each number. Names are sorted alphabetically starting with their first character.

Storing a Number

1. While on hook, press the number to be stored (max. 32 digits), press **>**, and then press ✓.

2. Enter a name, and then press ✓ to store the number. After storing, the telephone will go back to standby mode.

3. If the display shows **MEMORY FULL**, it is necessary to delete one or more numbers from the telephone book.

Storing from Redial list

1. While on hook, use the **<** -key to find the number in the redial list to be stored in the telephone book.

2. Press ✓, then **>**, and then press ✓ again.

3. Enter a name, and then press ✓ to store the redial list number in the telephone book.

Storing number from last caller

- While on hook, press **<** to store a number from last caller, then ✓, then press , then ✓ to confirm.

Reading BOOK numbers

1. While on hook, press **> (** 🕮 **)** to enter the telephone book.

2. For quick-search: press the first letter of the name (using 2-9)

3. Press to call the displayed person. It is also possible to reach the **PHONE BOOK MENU** from the main menu.

4. Press **MENU (** ☰ **)** to exit the telephone book.

Note: Viewing and editing the telephone book can also be done while in conversation (off hook) by pressing **> (** 🕮 **)** with a long key press.

Changing numbers

1. While on hook, press **> (** 🕮 **)** to enter the telephone book**.**

2. Use the **< >** -keys to find the number to be edited, press ✓, press **>**, then press ✓.

3. Edit the number, and then press ✓ to store the number.

Note: Viewing and editing the telephone book can also be done while in conversation (off hook) by pressing **> (** 🕮 **)** with a long key press.

Changing Redial number

1. While on hook, press **< (**◑/c **)**, use the **< >** -keys to find the redial number to be edited, and press the digits you want to add to the number, e.g. prefix = O.

2. Press ✓, followed by **>**, enter a name, and then press ✓ again to store the number.

Deleting numbers

1. While on hook, press **> (** 🕮 **)** to enter the telephone book.

2. Use the **< >** - keys to find the number to be deleted, press ✓ twice.

Deleting from Redial list

- While on hook, press **< (** ◑/c **)**, then use the **< >** -keys to find the name/ number to be deleted, and press ✓ twice. The name/number is now deleted. If number is stored, it is moved to the telephone book.

Using Text Messages (MSF)

It is possible to send text messages from handset to handset on the same system. At the reception of a text message the envelope display icon appears. The envelope display icon is indicating one or more unread messages or unanswered calls.

- The text message is shown in the display, and when the message is read the envelope display icon will disappear.

- If the message contains a callback number, this will be displayed on the bottom line of the display. As long as the callback number is in the display, it is possible to activate the number by pressing 📞.

- 1st letter in the display, in front of the timestamp, shows the message status: read (R), unread (N) or locked (L).

- Mails include a maximum of 96 letters or digits (2 display screens of 48 each). Call back no. is max 32 digits (or letters for E-mail).

- 14 messages can be ”stored” in the handset. When receiving a new message, the oldest unlocked will be deleted.

- Locked messages will not automatically be overwritten, but can manually be deleted. Maximum 7 messages can be locked.

Reading a MSF mail

1. While on hook, press **R (** ✉ **)** with a long key press, then press ✓. If the message includes more than 48 letters or digits, the message will run over 2 display screens.

2. Use the **>** - key to scroll.

3. To see the sender of the mail, press ✓.

4. To leave the mail, press **MENU (** ≣ **)**.

Replying a MSF mail

1. While on hook, press **R (**✉**)** to open the mail, then ✓, press ✓ again and use the **< >** - keys to find the reply feature, press ✓ and you are now able to reply the mail.

2. After writing your reply, press ✓ to confirm.

Forwarding a MSF mail

1. While on hook, press **R (**✉**)** to open the mail, then ✓, press ✓ again and use the **< >** - keys to find the forward feature, press ✓ twice and you are now able to dial the number on the receiver.

2. Press ✓ to confirm.

Deleting all MSF mails

1. While on hook, press **R (**✉**)** to open the mail stack, then ✓, press ✓ again and use the **< >** - keys to find the delete feature.

2. Press ✓ and all mails are deleted.

Deleting a MSF mail

1. While on hook, press **R (**✉ **)** to open the mail, then ✓, press ✓ again and use the **< >** - keys to find the delete feature.

2. Press ✓ and the mail is deleted.

Locking/unlocking a MSF mail

When locking a message, the message will not automatically be overwritten when receiving a new message. If unlocked, the oldest message will be deleted when receiving a new message.

1. While on hook, press **R (**✉ **)** to open the mail**,** then ✓, press ✓ again and use the **< >** -keys to find the lock/unlock feature.
2. Press ✓ and the mail is locked/ unlocked.

Writing a MSF mail

1. While on hook, press **R (✉)** with a long key press to write a new mail, confirm with ✓, and then write your message.

2. To send the mail press ✓, dial the number of the receiver, and then confirm with ✓.

3. If one or more mails are stored do as followed:

    a. Press **R (✉)**, then **>**, confirm with ✓, and then write your message.
    b. Press ✓, dial the number of the receiver, and confirm with ✓. The message is sent.

Note: In case a sent message is not received, the sender will get a message in the display.

Shortcuts

”SILENT”: Press: **MENU (** ≡ **)** followed by #. (No sounds) (Display shows **SILENT**)

”KEY LOCKED”: Press: **MENU (** ≡ **)** followed by ∗. (Display shows **KEY LOCKED**)

“PHONE BOOK”: Press **> (**🕮 **)** (in on hook).

Name search in telephone book:
Press the first letter in name.

Store a number: Press **> (** 🕮 **)** after the number (in on hook).

“REDIAL”: Press **< (**◐/c**)** in on hook.

Check messages: Short Press **R (✉)** in on hook.

“MSF-MAIL”: Long Press **R (✉)** in on hook.

MUTE temporarily the ringer: Press ✓ **(** ⊠ when the telephone is ringing. Alternatively, you can also press one of the volume control buttons to mute the ringing signal.

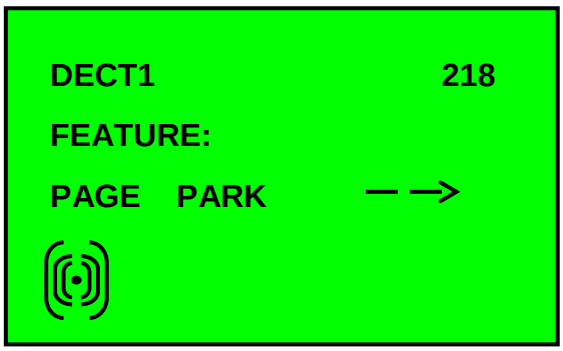
MUTE the microphone: Press ✓ **(** ⊠**)** when the telephone is off hook.

RECALL: Press **R (✉)**. Pause(-): Hold ∗ for one second (only for on hook dialing /pre-dial).

Accessing BCM Features

Features available on the BCM are accessed by the Digital Mobility Handsets in the same manner as accessing such features using a standard BST set.

1. Press the Feature key to access the features menu. The display will show four lines of display.

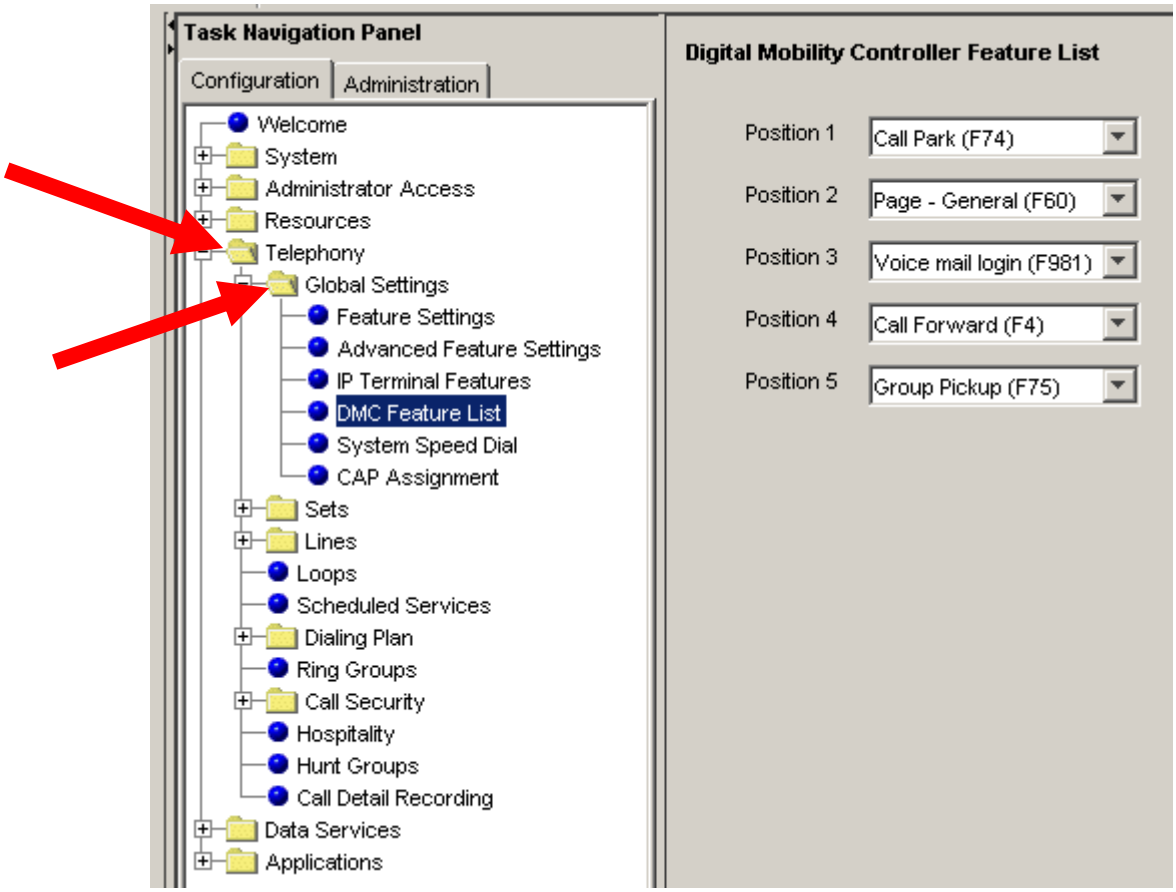


2. Type the code for the feature that you require, or you can use the softkeys to navigate the DMC Feature List. This list contains 5 pre-configured features which can easily be accessed by pressing the feature key.

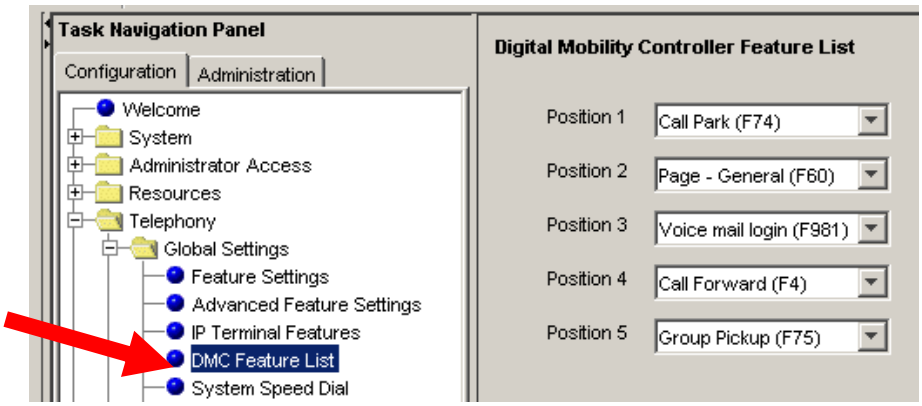
Configuring the DMC Feature List

The DMC Feature list can be altered to suit the customers requirements, so as to provide easy access to the features most frequently used.

1. In Element Manager programming interface on the BCM, open the **Telephony** folder followed by the **Global Settings** folder.



2. Highlight **DMC Feature List** and change the 5 positions as required.



General information

Troubleshooting

The telephone freezes.

Remove and replace the battery pack. Press to turn on the telephone.

The telephone does not ring.

Check whether the ringer is SILENT or RINGER VOL. is OFF.

Not possible to turn on the telephone.

Check if battery is connected. If yes, charge the battery.

The telephone turn off when receiving a call and going off-hook.

Charge the battery. If still a problem change the battery as it might be defective.

Avaya Documentation Links

- Digital Mobility Phone 743X/744X User Guide
- Digital Mobility Phone 413X and 414X User Guide
- Digital Mobility Phone 4145Ex and 4146Ex User Guide
- Digital Mobility System Installation and Configuration Guide